Summit® WM3400 Wireless LAN Controller Installation Guide

For Software Version 5

Extreme Networks, Inc.
3585 Monroe Street
Santa Clara, California 95051
(888) 257-3000
(408) 579-2800
http://www.extremenetworks.com

Published: November 2011
Part number: 100370-00 Rev 02

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1 Introduction

CHAPTER

The Extreme Networks® Summit® WM3400 wireless LAN controller is a member of the Extreme Networks wireless controller family. The Summit WM3400 wireless LAN controller provides centralized Wireless LAN (WLAN) configuration and management by coalescing a network "intelligence" previously spread across physically distributed access points.

The Summit WM3400 wireless LAN controller simplifies deployment of a Wired/Wireless 802.11 a/b/g/n network, for a SME/SMB. With the integrated Layer 2/Layer 3 Networking Services such as integrated Layer 2 Switching with PoE+ ports, Onboard DHCP Server, Security Services like Wired/Wireless Firewall, Wireless IDS/IPS, Onboard AAA Server and IPSEC VPN Gateway, and QoS mechanisms to support Voice & Video, the Summit WM3400 wireless LAN controller transforms the enterprise by delivering a SMART Branch.

The Summit WM3400 wireless LAN controller is the WLAN's single point of contact, thus reducing wireless networking complexity by moving management out of the ceiling and into the wiring closet. The Summit WM3400 wireless LAN controller can adopt up to 36 Adaptive APs and ships with 6 installed AP licenses.

This document is written for the network device installer.

Package Contents

Inspect the package contents and report any missing or damaged items to your sales representative. The package should contain the following:

- Summit WM3400 wireless LAN controller
- Console Cable
- *Summit*® WM3400 Wireless LAN Controller Installation Guide (this document)
- Power Supply Unit
- Rubber Feet

Document Conventions

The following graphical alerts are used in this document to indicate notable situations:

NOTE

Tips, hints, or special requirements that you should take note of.

CAUTION

Care is required. Disregarding a caution can result in data loss or equipment malfunction.

WARNING!

Indicates a condition or procedure that could result in personal injury or equipment damage.

Warnings

- Read all installation instructions and site survey reports, and verify correct equipment installation before connecting the system to its power source.
- Remove jewelry and watches before installing this equipment.
- Install the equipment in a rack with adequate dimensions and weight allowances.
- Verify the rack is anchored and cannot tip over or break away from its mountings.
- Verify the unit is grounded before connecting it to the power source.
- Verify any device connected to this unit is properly wired and grounded.
- Connect all power cords to a properly wired and grounded electrical circuit.
- Verify the electrical circuits have appropriate overload protection.
- Attach only approved power cords to the device.
- Extreme Networks strongly recommends the use of an Uninterruptible Power Supply (UPS) that supports the Summit WM3400 wireless LAN controller power rating. Not using a UPS can result in data loss or equipment damage due to a power surge or power failure.
- Verify that the power connector and socket are accessible at all times during the operation of the equipment.
- Do not work with power circuits in dimly lit spaces.
- Do not install this equipment or work with its power circuits during thunderstorms or other weather conditions that could cause a power surge.
- Verify there is adequate ventilation around the device, and ambient temperatures meet equipment operation specifications.

Site Preparation

- Consult your site survey and network analysis reports to determine specific equipment placement, port capacity, power drops, and so on.
- Assign installation responsibility to the appropriate personnel.

- Identify where all installed components are located.
- Verify appropriate rack mounting requirements.
- Provide a sufficient number of power drops for your equipment.
- Ensure adequate, dust-free ventilation to all installed equipment.
- Identify and prepare Ethernet and console port connections.
- Verify that cable lengths are within the maximum allowable distances for optimal signal transmission.
- Verify that the Summit WM3400 wireless LAN controller is powered through an Uninterruptible Power Supply (UPS).

2 Specifications

CHAPTER

Physical Specifications

Width	304.8mm (12.0in)
Height	44.45mm (1.75 in)
Depth	254mm (10.0 in)
Weight	2.15 Kg (4.75 lbs)
Operating Temperature	0°C - 40°C (32°F - 104°F)
Operating Humidity	5% - 85% RH, non-condensing
Operating Altitude	3 km (10,000 ft) @ 28deg C <15% relative humidity

Power Cord Specifications and Power Requirements

A power supply is included, however a power cord is not supplied with the controller. A replacement power supply (Part Number: PWRS-14000-244R) may be ordered separately from Extreme Networks. Use only a correctly rated power cord certified (as appropriate) for the country of operation.

Power Input Ratings

The power input ratings for the Summit WM3400 wireless LAN controller and power supply are:

- Summit WM3400 wireless LAN controller: 48V DC, 2.5A
- Power supply: 100 - 240Vac, 3A, 47-63Hz

Power Protection

- **If possible, use a circuit dedicated to data processing equipment.** Commercial electrical contractors are familiar with wiring for data processing equipment and can help with the load balancing of these circuits.
- **Install surge protection.** Be sure to use a surge protection device between the electricity source and the Summit WM3400 wireless LAN controller.

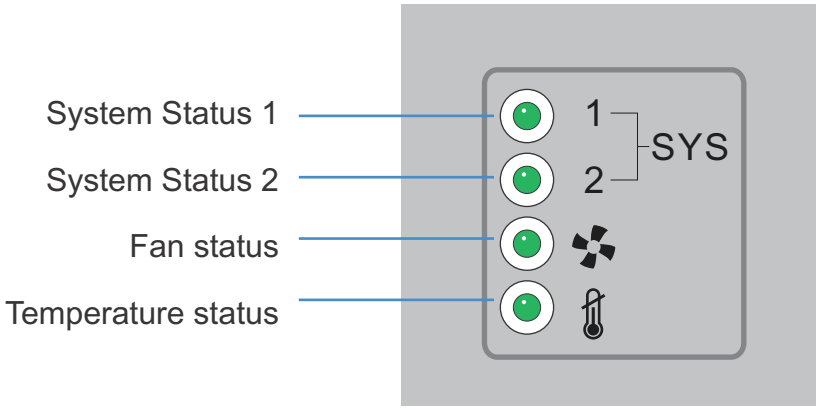
- **Install an Uninterruptible Power Supply (UPS)**. A UPS provides continuous power during a power outage. Some UPS devices have integral surge protection. UPS equipment requires periodic maintenance to ensure reliability. A UPS of the proper capacity for the data processing equipment must be purchased.

3 LED Codes

CHAPTER

The Summit WM3400 wireless LAN controller has four vertically-stacked LEDs on its front panel. Each of the controller's six Gigabit Ethernet ports have two status LEDs. These LEDs display two colors (green & amber), and three lit states (solid, blinking, and off). The following tables decode the combinations of LED colors and states for the System Status LEDs and the Gigabit Ethernet LEDs.

System Status LEDs



Start Up / POST (Primary System or Redundant System)

System Status 1 LED	System Status 2 LED	Event
Off	Off	Power off
Green Blinking	Green Blinking	Power On Self Test (POST) running
Green Solid	Green Blinking	POST succeeded (Operating System Loading)
Green Solid	Off	POST succeeded (Normal Operation)
Amber Blinking	Off	POST Failure
Alternating Green Blinking & Amber Blinking	Alternating Green Blinking & Amber Blinking	System Boot Up Error

NOTE

During controller start up, the Temperature status LED will be lit Solid Amber. This is normal behavior and does not indicate an error. At the completion of start up the Temperature Status LED will switch to Solid Green.

Controller Status (Primary System)

System Status 1 LED	System Status 2 LED	Event
Off	Off	Power off
Green Solid	Off	No Redundancy Feature Enabled Primary System Normal Operation No Access Points adopted
Green Solid	Green Solid	Redundancy Feature Enabled Primary system normal operation Actively adopting Access Points
Green Solid	Amber Blinking	No Country Code configured on the controller or AP capacity License and Country Code configured, but no APs adopted

Controller Status (Redundant System)

System Status 1 LED	System Status 2 LED	Event
Off	Off	Power off
Green Solid	Off	Redundant System normal operation
Green Blinking	Green Solid	Redundant System failed over and adopting APs
Green Blinking	Alternating Green Blinking & Amber Blinking	Redundant System not failed over.

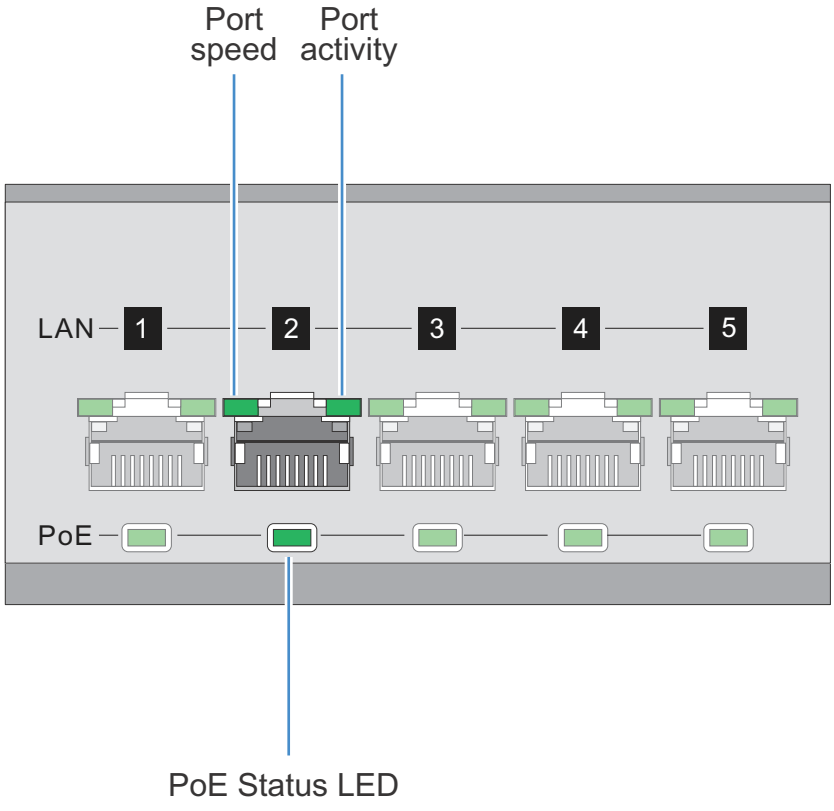
Fan LED

Fan LED	Event
Off	System Off / POST Start
Green Blinking	POST in Process
Green Solid	All System Fans Normal Operation
Amber Solid	Redundant Cooling Failure System Operational
Amber Blinking	System Cooling Failure *System will be held in reset until the issue is resolved*

Temperature Status LED

Temperature LED	Event
Off	System Off
Green Solid	Ambient Inlet Temperature is within specified operating limit
Amber Solid	Ambient Inlet Temperature is near the maximum operating temperature During controller start up this LED will be lit Solid Amber. This is normal behavior and does not indicate an error.
Amber Blinking	Ambient Inlet Temperature is above the maximum specified operating temperature *System will be held in reset until the issue is resolved*

RJ-45 Gigabit Ethernet LEDs



RJ-45 Port Speed LED

Port Speed LED	Event
Off	10 Mbps
Green Solid	100 Mbps
Green Blinking	1000 Mbps
Amber Blinking	Port fault

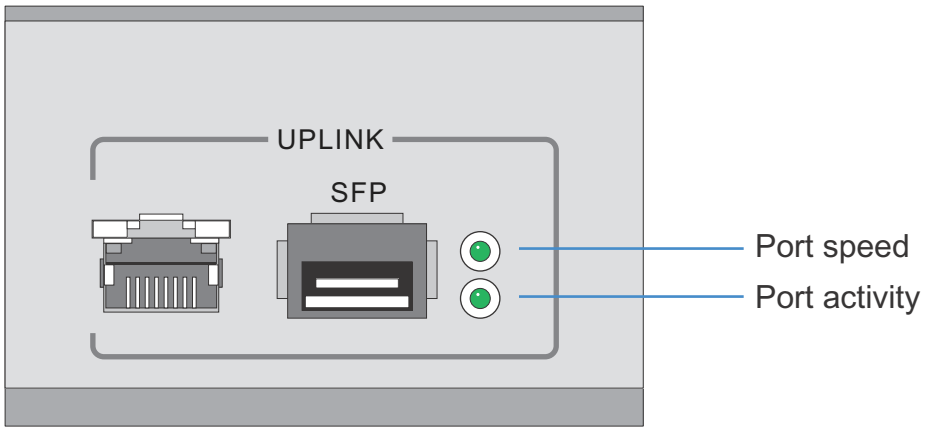
RJ-45 Port Activity LED

Port Activity LED	Event
Off	No link or administratively shut down
Green Solid	Link present
Green Blinking	Activity: transmit and receive
Amber Blinking	Link fault

PoE Status LED

PoE Status LED	Event
Off	PoE disabled or not in use
Green Solid	PoE enabled and powering unit
Amber Solid	PoE over-limit
Amber Blinking	PoE port fault

SFP Gigabit Ethernet LEDs



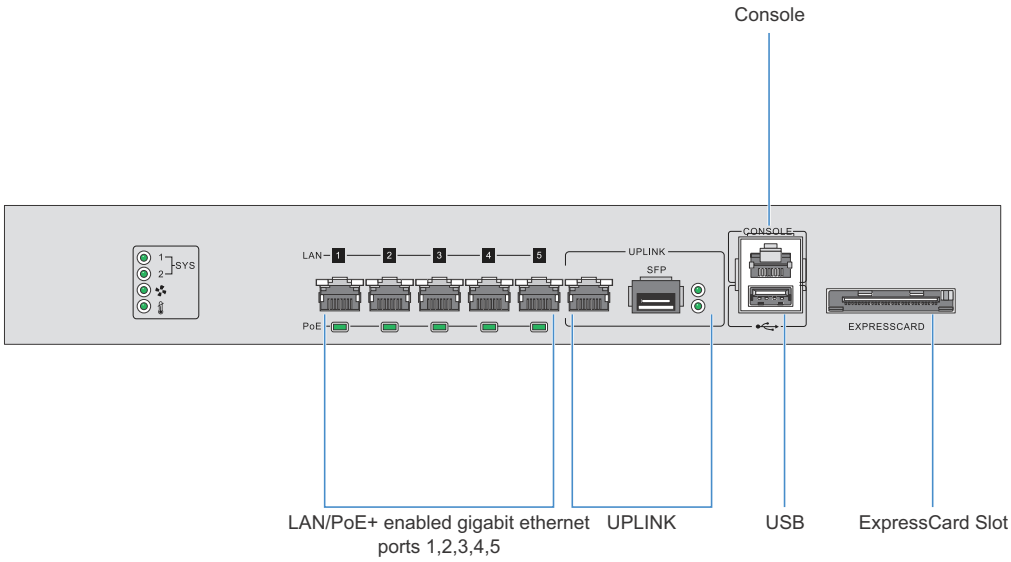
SFP Port Speed LED

Port Speed LED	Event
Green Blinking	1000 Mbps
Amber Blinking	Module or Tx/Rx fault loss

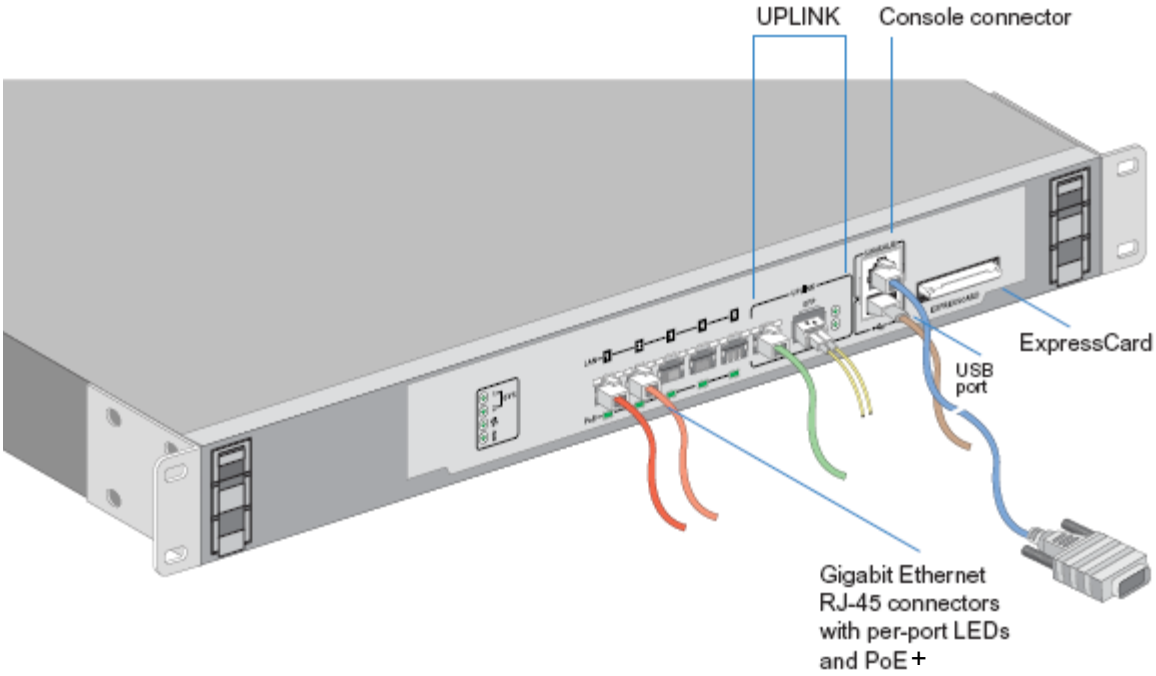
SFP Port Activity LED

Port Activity LED	Event
Off	No link or administratively shut down
Green Solid	Link present / operational
Amber Blinking	Module or Tx/Rx fault loss

4 CHAPTER Hardware Setup



Cabling Information



The Summit WM3400 wireless LAN controller has five RJ-45 Gigabit Ethernet ports, one Gigabit SFP (fiber) port, one USB port, one Console connector and one ExpressCard slot. The above diagram shows each of those ports and the cables or devices attached to them. The sections that follow describe detailed connection and cabling information for each port. For software configuration, please see the *Summit WM3000 Series Controller System Reference Guide* available from http://www.extremenetworks.com/go/documentation.

Gigabit Ethernet on the Summit WM3400 Wireless LAN Controller

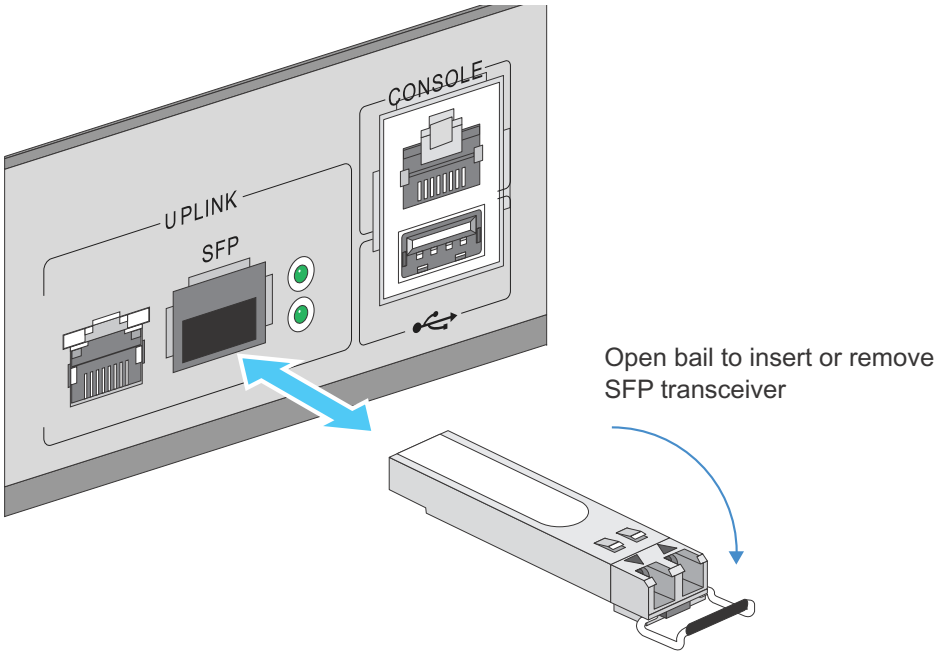
The Summit WM3400 wireless LAN controller has five RJ-45 Gigabit Ethernet ports and one 1 combo Gigabit (RJ45 + SFP) uplink port. Using the RJ-45 ports requires connecting a Category-6 Ethernet cable to the port. To use the Gigabit SFP port, first install an SFP Module.

NOTE

Ports ge1 - ge5 are PoE+ capable. Five concurrent standard 802.3af compliant POE devices may be supported at full power. Only up to three POE+ devices at 30 Watt maximum power each are supported through power sharing.

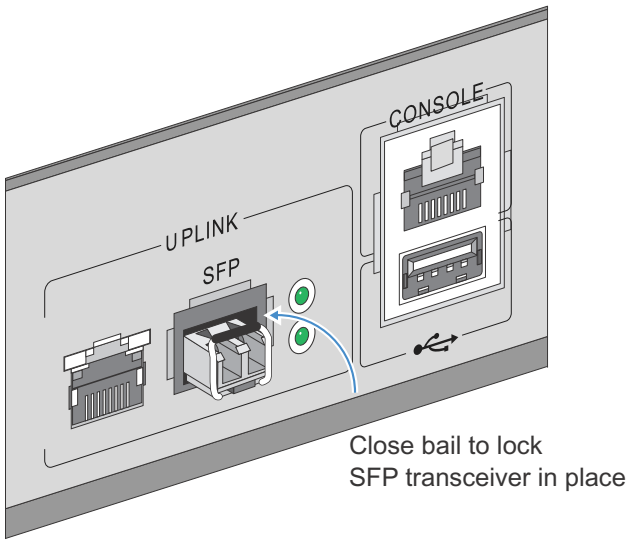
Installing Gigabit Ethernet SFPs

1 Open the bail on the transceiver.

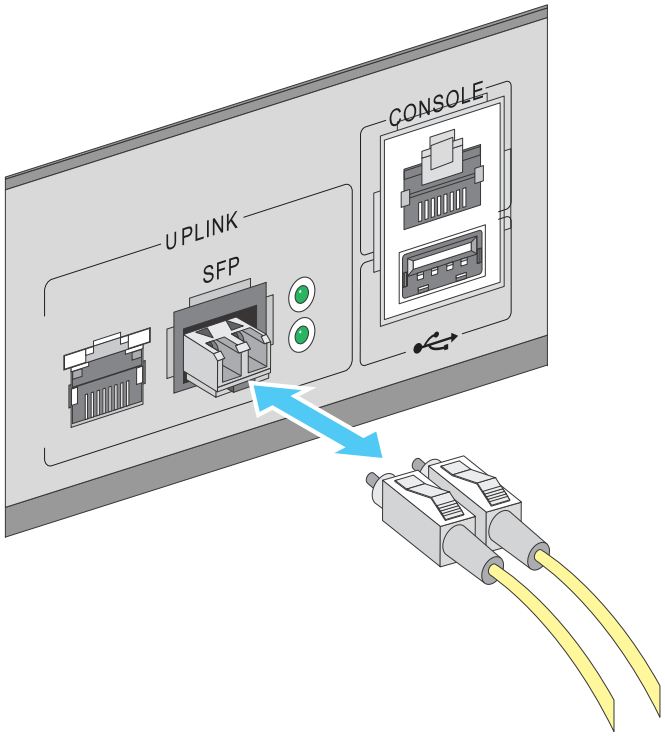


2 Insert the SFP transceiver into the corresponding port on the controller.

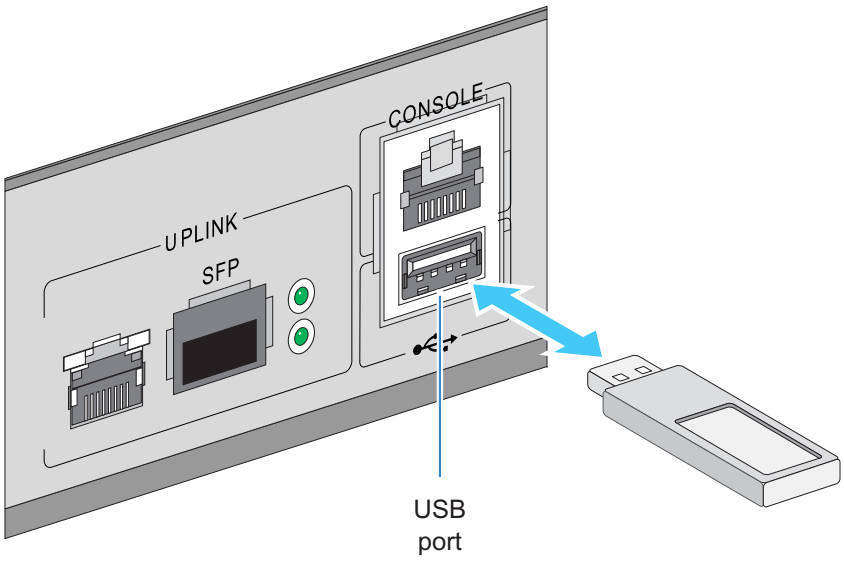
3 Once the SFP transceivers are properly seated in their ports, close the bails to lock the transceivers in place.



4 Insert the fiber optic cables into the installed transceivers.



Connecting USB Devices



The Summit WM3400 wireless LAN controller contains one USB port for connecting USB flash storage devices to the controller. The controller can use the USB flash storage device for file transfers and firmware updates. Follow the setup instructions below to connect the devices to the controller and then access those devices through the Web UI or Command Line Interface.

1 Connect the USB flash drive to the USB.

2 Wait a few seconds for the drive to be recognized by the controller.

3 Follow the instructions in the *Summit® WM3000 Series Controller System Reference Guide* or *Summit® WM3000 Series Controller and Altitude™ 4000 Series Access Point CLI Reference Guide* for more information on accessing USB storage devices from the controller for file transfers or firmware updates.

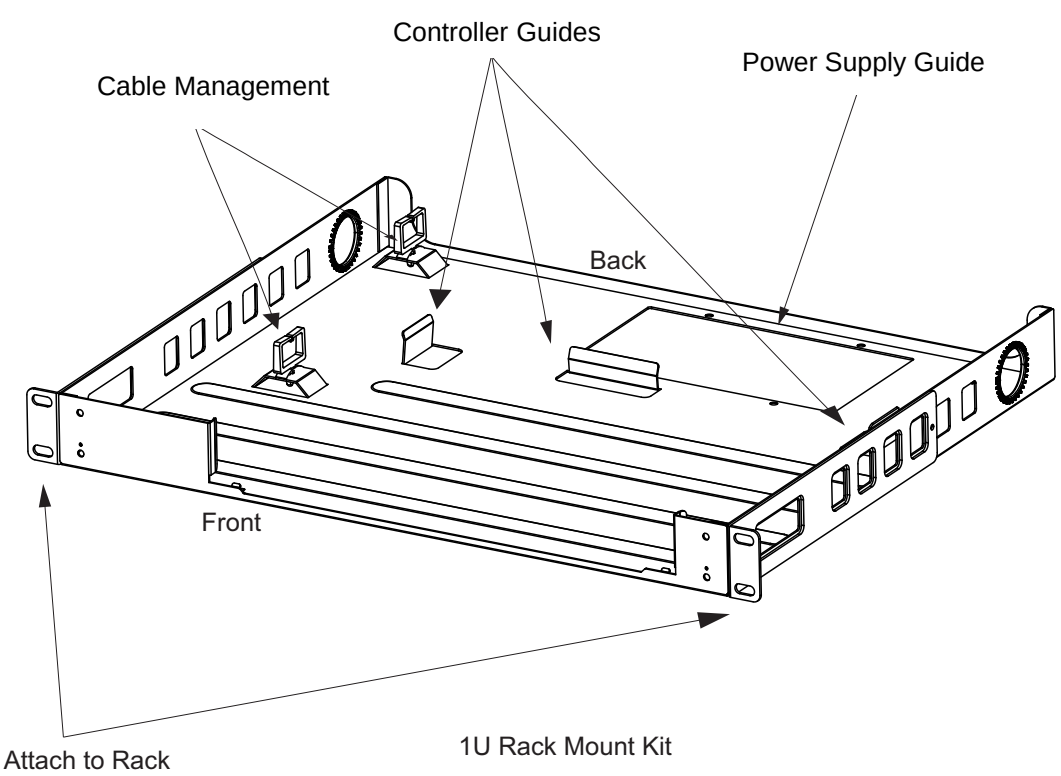
NOTE

The controller supports USB flash devices formatted with FAT or VFAT (FAT32) filesystems only. If your flash storage device is formatted with another filesystem you will need to format your device with a supported filesystem.

Rack Mount Installation Instructions (Optional)

To install the Summit WM3400 wireless LAN controller in a rack:

1 Attach the controller to the 1U rack mount kit (Part Number: 15738) using the guides provided.



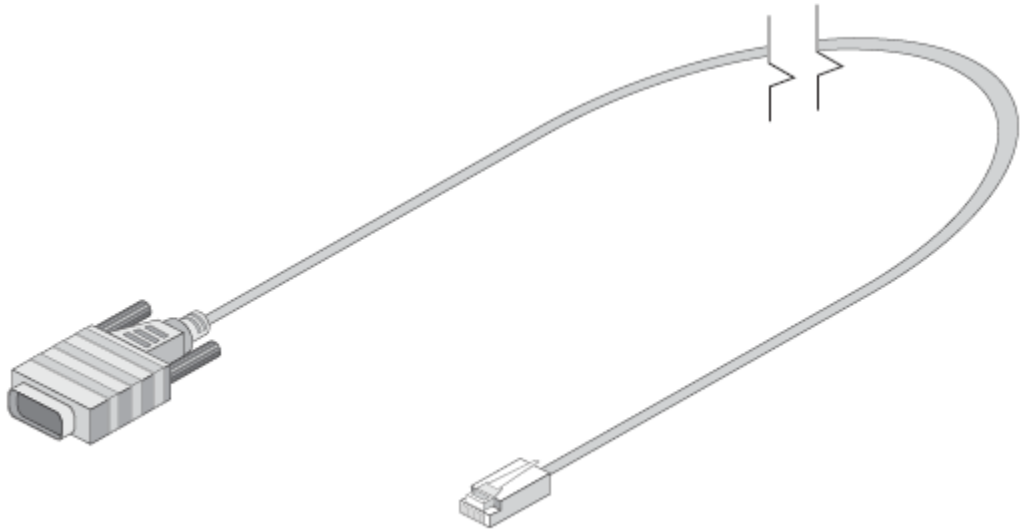
2 Place the power supply unit in the rack mount tray in the space provided.

3 Attach the mounting tray to the rack using screws appropriate for your rack's mounting holes.

Summit WM3400 Wireless LAN Controller Console Port Setup

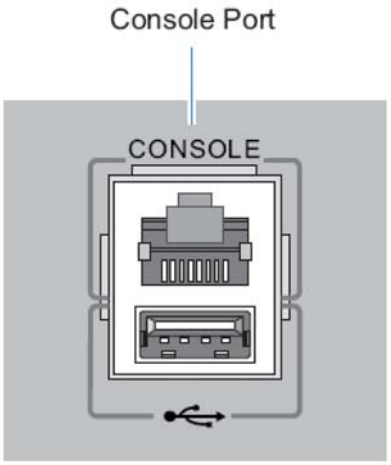
To add the Summit WM3400 wireless LAN controller to the network and prepare it for initial configuration:

1 Using the supplied console cable (pictured below), connect the Summit WM3400 wireless LAN controller console port to an RS-232 (DB-9) serial port on a separate computer (the "configuration computer").



The pinout for the supplied console cable (RJ-45 to DB9) is shown in the following table.

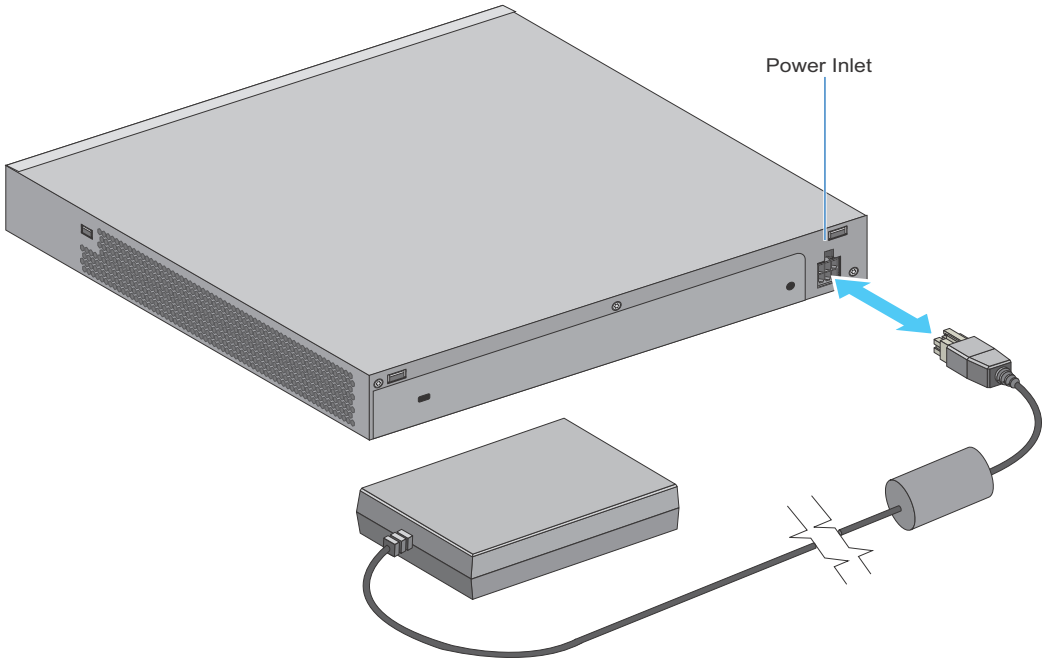
RJ-45	1	2	3	4,5	6	7	8
DB9	8	6	2	5	3	4	7



2 On the configuration computer, configure a terminal emulation application (such as HyperTerminal) as follows.

Terminal Type	VT-100
Port	COM port
Terminal Settings	19200bps transfer rate 8 data bits no parity 1 stop bit no flow control no hardware compression

Supplying Power to the Summit WM3400 Wireless LAN Controller



1 Plug the power supply into the power inlet at the back of the Summit WM3400 wireless LAN controller. See "Power Cord Specifications and Power Requirements" on page 9 for more information on power requirements.

2 Plug the cord into a standard AC outlet with a voltage range of 100 to 240 VAC.

WARNING!

An improper shutdown can render the Summit WM3400 wireless LAN controller inoperable such that it could require service by Extreme Networks Support. Do not remove AC power without first following the shutdown procedure. An abrupt loss of power can corrupt the information stored on the device.

Verifying the Installation

View the LEDs on the front panel of the Summit WM3400 wireless LAN controller to ensure the device is functioning properly. The normal LED pattern follows this path:

- During the Power On Self Test (POST), the System 1 and System 2 LEDs both blink green.
- If the POST test fails, the System 1 LED will blink amber. If the POST test succeeds, the System 1 LED will be lit solid green.
- As the software is initialized, the System 2 LED will blink green.
- After the software has finished initializing, the System 1 LED will be lit solid green and the bottom System 2 LED will be off. The Summit WM3400 wireless LAN controller is ready to be configured, as described in the *Summit WM3000 Series Controller System Reference Guide*.

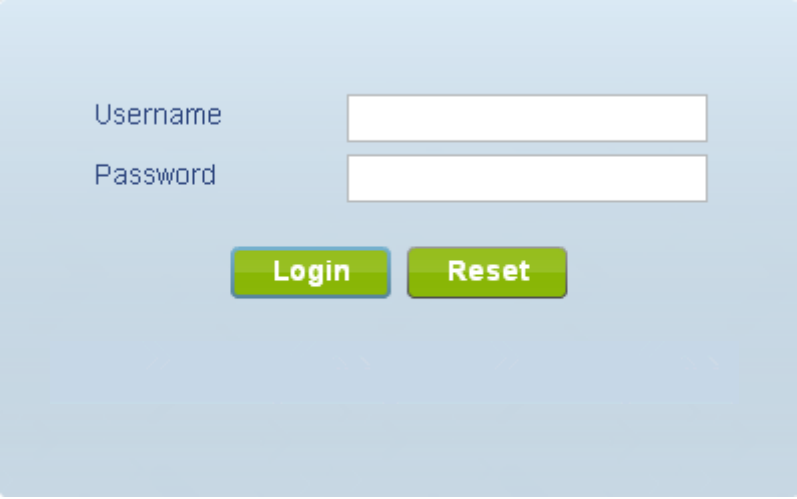
Other LED codes indicate the presence (or absence) of different standby states, or errors. A guide to the Summit WM3400 wireless LAN controller LEDs codes is provided in *Chapter , LED Codes*.

5 Basic Configuration

CHAPTER

Once the Summit WM3400 Wireless LAN Controller hardware is installed and powered on, complete the following steps to get the device up and running on and access the management functions on the controller:

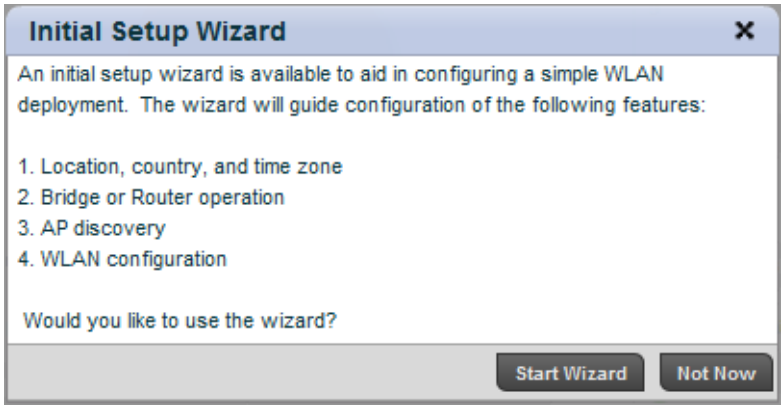
1. Connect one end of an Ethernet cable to any of the five LAN ports on the front of the Summit WM3400 Wireless LAN Controller, and connect the other end to a computer with a working Web browser.
2. Set the computer to use an IP address between 192.168.0.10 and 192.168.0.250 on the connected port. Set a subnet / network mask of 255.255.255.0.
3. Once the computer has an IP address, point the Web browser to: https://192.168.0.1/ and the following login screen will display.



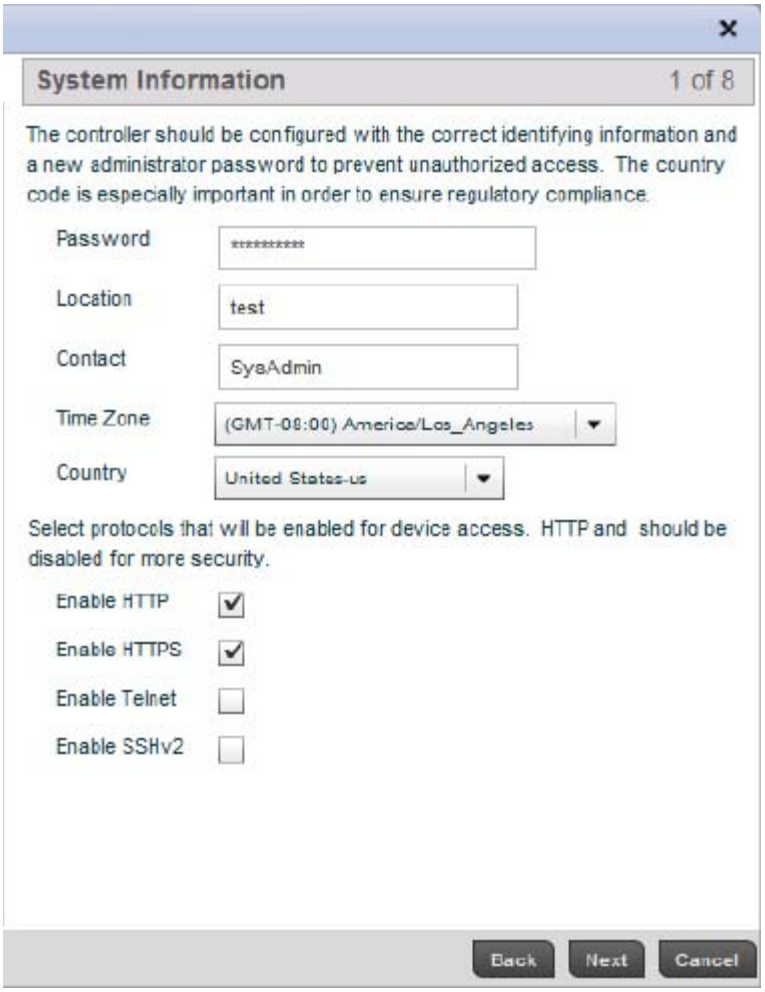
4. Enter the default username *admin* in the *Username* field.
5. Enter the default password *admin123* in the *Password* field.
6. Click the *Login* button to load the management interface.

7 If this is the first time the management interface has been accessed, a dialogue displays to start the initial setup wizard.

8 Click the *Start Wizard* button to run the initial setup wizard.


Initial Setup Wizard
An initial setup wizard is available to aid in configuring a simple WLAN deployment. The wizard will guide configuration of the following features:
1. Location, country, and time zone
2. Bridge or Router operation
3. AP discovery
4. WLAN configuration
Would you like to use the wizard?
Start Wizard
Not Now

9 On the first screen of the wizard, enter a *Location*, and *Contact* name.



10 Select a *Time Zone* and *Country* for the Summit WM3400 Wireless LAN Controller.

11 Select each of the access methods allowed to access the device.

12 Click the *Next* button to continue to the next step and follow the onscreen instructions to complete the initial setup wizard.

After the above basic settings have been defined or reviewed, you can set a more sophisticated controller configuration in respect to your unique deployment requirements. Go to http://www.extremenetworks.com/go/documentation to access the *Summit WM3000 Series Controller System Reference Guide*.

To login into the controller using the CLI:

Access the CLI by running a terminal emulation program on a computer connected to the serial port on the front of the controller.

Login: *admin*

Password: *admin123*

Once you have logged in and accessed the controller's CLI, you can set a more sophisticated controller configuration in respect to your unique deployment requirements. Go to http://www.extremenetworks.com/go/documentation to access the *Summit® WM3000 Series Controller and Altitude™ 4000 Series Access Point CLI Reference Guide*.

6 Regulatory Information

CHAPTER

This device is approved under the Motorola brand.

This regulatory section applies to Extreme Networks Summit WM3400 which is exactly the same as Motorola RFS-4010 except for brand name and product label. See http://www.extremenetworks.com/go/rfcertification.htm for the Motorola Declaration of Similarity (DoS) and Declaration of Conformity (DoC).

All Extreme Networks devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required.

Local language translations are available at the following website: http://support.symbol.com under RFS-4010.

Any changes or modifications to Extreme Networks equipment, not expressly approved by Motorola, could void the user's authority to operate the equipment.

Power Supply

Use only an Extreme Networks approved power supply output rated at 48Vdc and minimum 2.5A. The power supply shall be Listed to UL/CSA 60950-1; and certified to IEC60950-1 and EN60950-1 with SELV outputs. Use of alternative power supply will invalidate any approval given to this device and may be dangerous.

Country Selection

Select only the country in which you are using the device. Any other selection will make the operation of this device illegal.

Laser Devices - Gigabit Ethernet SFP Option

Complies with 21CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001.

EN60825-1:1994+ A1:2002 +A2:2001

IEC60825-1:1993+A1:1997+A2:2001

The laser classification is marked on the device.

Class 1 Laser devices are not considered to be hazardous when used for their intended purpose. The following statement is required to comply with US and international regulations:

CAUTION

Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Radio Frequency Interference Requirements - FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Radio Frequency Interference Requirements - Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

CE Marking and European Economic Area (EEA)

Statement of Compliance

Extreme Networks hereby declares that this device is in compliance with all the applicable Directives, 2004/108/EC, 2006/95/EC. A Declaration of Conformity may be obtained from http://www.extremenetworks.com/go/rfcertification.htm.

Japan (VCCI) - Voluntary Control Council for Interference Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

Korea Warning Statement for Class B ITE

기 종 별	사 용 자 안 내 문
B 급 기기 (가정용 방송통신기기)	이 기기는 가정용 (B 급) 으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적으로 하며 , 모든 지역에서 사용할 수 있습니다 .
Class B (Broadcasting Communication Device for Home Use)	This device obtained EMC registration mainly for home use (Class B) and may be used in all areas.

Turkish WEEE Statement of Compliance

EEE Yönetmeliğine Uygundur

Waste Electrical and Electronic Equipment (WEEE)

English: For EU Customers: All products at the end of their life must be returned to Extreme Networks for recycling. For information on how to return product, please go to:
http://www.extremenetworks.com/go/eu-weee.

Čeština: Pro zákazníky z EU: Všechny produkty je nutné po skončení jejich životnosti vrátit společnosti Symbol k recyklaci. Informace o způsobu vrácení produktu najdete na webové stránce: http://www.extremenetworks.com/go/eu-weee.

Dansk: Til kunder i EU: Alle produkter skal returneres til Extreme Networks til recirkulering, når de er udtjent. Læs oplysningerne om returnering af produkter på: http://www.extremenetworks.com/go/eu-weee.

Deutsch: Für Kunden innerhalb der EU: Alle Produkte müssen am Ende ihrer Lebensdauer zum Recycling an Extreme Networks zurückgesandt werden. Informationen zur Rücksendung von Produkten finden Sie unter http://www.extremenetworks.com/go/eu-weee.

Eesti: EL klientidele: kõik tooted tuleb nende eluea lõppedes tagastada taaskasutamise eesmärgil Extreme Networks'ile. Lisainformatsiooni saamiseks toote tagastamise kohta külastage palun aadressi: http://www.extremenetworks.com/go/eu-weee.

Español: Para clientes en la Unión Europea: todos los productos deberán entregarse a Extreme Networks al final de su ciclo de vida para que sean reciclados. Si desea más información sobre cómo devolver un producto, visite: http://www.extremenetworks.com/go/eu-weee.

Ελληνικά: Για πελάτες στην Ε.Ε.: Όλα τα προϊόντα, στο τέλος της διάρκειας ζωής τους, πρέπει να επιστρέφονται στην Symbol για ανακύκλωση. Για περισσότερες πληροφορίες σχετικά με την επιστροφή ενός προϊόντος, επισκεφθείτε τη διεύθυνση http://www.extremenetworks.com/go/eu-weee.

Français : Clients de l'Union Européenne : Tous les produits en fin de cycle de vie doivent être retournés à Extreme Networks pour recyclage. Pour de plus amples informations sur le retour de produits, consultez : http://www.extremenetworks.com/go/eu-weee.

Italiano: per i clienti dell'UE: tutti i prodotti che sono giunti al termine del rispettivo ciclo di vita devono essere restituiti a Extreme Networks al fine di consentirne il riciclaggio. Per informazioni sulle modalità di restituzione, visitare il seguente sito Web:
http://www.extremenetworks.com/go/eu-weee.

Latviešu: ES klientiem: visi produkti pēc to kalpošanas mūža beigām ir jānogādā atpakaļ Symbol otrreizējai pārstrādei. Lai iegūtu informāciju par produktu nogādāšanu Symbol, lūdzu, skatiet: http://www.extremenetworks.com/go/eu-weee.

Lietuvių: ES vartotojams: visi gaminiai, pasibaigus jų eksploatacijos laikui, turi būti grąžinti utilizuoti į kompaniją „Symbol“. Daugiau informacijos, kaip grąžinti gaminį, rasite: http://www.extremenetworks.com/go/eu-weee

Malti: Għal klijenti fl-UE: il-prodotti kollha li jkunu waslu fl-aħħar tal-ħajja ta' l-użu tagħhom, iridu jiġu rritornati għand Symbol għar-riċiklaġġ. Għal aktar tagħrif dwar kif għandek tirritorna l-prodott, jekk jogħġbok żur: http://www.extremenetworks.com/go/eu-weee

Nederlands: Voor klanten in de EU: alle producten dienen aan het einde van hun levensduur naar Extreme Networks te worden teruggezonden voor recycling. Raadpleeg
http://www.extremenetworks.com/go/eu-weee voor meer informatie over het terugzenden van producten.

Polski: Klienci z obszaru Unii Europejskiej: Produkty wycofane z eksploatacji należy zwrócić do firmy Symbol w celu ich utylizacji. Informacje na temat zwrotu produktów znajdują się na stronie internetowej http://www.extremenetworks.com/go/eu-weee

Português: Para clientes da UE: todos os produtos no fim de vida devem ser devolvidos à Extreme Networks para reciclagem. Para obter informações sobre como devolver o produto, visite: http://www.extremenetworks.com/go/eu-weee.

Slovenski: Za kupce v EU: vsi izdelki se morajo po poteku življenjske dobe vrniti podjetju Extreme Networks za reciklažo. Za informacije o vraèilu izdelka obišèite: http://www.extremenetworks.com/go/eu-weee.

Slovenščina: Pre zákazníkov z krajín EU: Všetky výrobky musia byť po uplynutí doby ich životnosti vrátené spoločnosti Symbol na recykláciu. Bližšie informácie o vrátení výrobkov nájdete na: http://www.extremenetworks.com/go/eu-weee

Suomi: Asiakkaat Euroopan unionin alueella: Kaikki tuotteet on palautettava kierrätettäväksi Extreme Networks-yhtiöön, kun tuotetta ei enää käytetä. Lisätietoja tuotteen palauttamisesta on osoitteessa http://www.extremenetworks.com/go/eu-weee.xtremenetworks.com/go/eu-weee.

7 Part Numbers and Support

CHAPTER

The following table lists the part numbers of the Summit WM3400 wireless LAN controller.

Description	Part Number
Summit WM3400 Wireless LAN Controller	15717
Rack Mount Kit for Summit WM3400	15738
Spare Power Module for Summit WM3400	PWRS-14000-244R

Customer Service

NOTE

Services can be purchased from Extreme Networks or through one of its channel partners. If you are an end-user who has purchased service through an Extreme Networks channel partner, please contact your partner first for support.

Extreme Networks Technical Assistance Centers (TAC) provide 24x7x365 worldwide coverage. These centers are the focal point of contact for post-sales technical and network-related questions or issues. TAC will create a Service Request (SR) number and manage all aspects of the SR until it is resolved. For a complete guide to customer support, see the *Technical Assistance Center User Guide* at:

http://www.extremenetworks.com/go/TACUserGuide

The Extreme Networks eSupport website provides the latest information on Extreme Networks products, including the latest Release Notes, troubleshooting, downloadable updates or patches as appropriate, and other useful information and resources. Directions for contacting the Extreme Networks Technical Assistance Centers are also available from the eSupport website at:

https://esupport.extremenetworks.com

Registration

If you have not already registered with Extreme Networks using a registration card supplied with your product, you can register on the Extreme Networks website at:
http://www.extremenetworks.com/go/productregistration.

Documentation

Check for the latest versions of documentation on the Extreme Networks documentation website at:

http://www.extremenetworks.com/go/documentation

8 CHAPTER Extreme Networks, Inc. End-User License Agreement

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